

Message

From: Wendy Mahoney [REDACTED] **GRO**
 on behalf of Wendy Mahoney [REDACTED]
Sent: 26/04/2016 11:18:37
To: martin.smith [REDACTED] **GRO**
CC: Rodric Williams [REDACTED] **GRO**; simon.clarke [REDACTED] **GRO**
 harry.bowyer [REDACTED] **GRO**
Subject: FW: The Wimbledon Transaction Correction Issue

Hi Martin

FSC have now provided an update on questions 7 and 8. Please see narrative and table below. If you require any further information , please let me know.

I have looked into the unpaid cheque GL for all items that have been posted since 2010, this resulted in 15,000+ items. These were all looked at to find any obvious adjustments that net and any TC that had been issued correctly to allow these to be discounted. It became clear that the ones available to investigate have been dealt with correctly, however system archiving at 13 months meant that a large number were unavailable to investigate.

I then moved onto the actual TCs that had been issued (volume 1462) and read individually the text detailing the cause of the TC. From this I managed to pull out the details for the archived items.

Results as below for all TCs issues 2010 to current date.

TCs issued for incorrect icon used or stock adjusted to unpaid = 26

TCs compensated from the above to leave nil liability = 18

TCs issued not compensated that feature the same issue as Wimbledon listed below.

Date	CR/DR	FAD/BRANCH NAME	Value	TC Text
12/07/2013	Debit	072109 HANSLOPE	£ 132.10	Transaction Correction issued for In Pounds132.10 debit due to an incorrectly stock adjusted item. You have used the unpaid cheque iconinstead of the cheque icon.DATE 08.07.2013EVIDENCE SENT TO THE OFFICE.ANY QUERIES PLEASE CONTACTKAREN LANGFORD [REDACTED] GRO
08/10/2013	Credit	150246 WOLVERHAMPTON	£ 40.00	TRANSACTION CORRECTION ISSUED FOR In Pounds40.00 CREDIT DUE TO AN INCORRECTLY STOCK ADJUSTED ITEM. YOU HAVE USED THE UNPAID CHEQUE ICONINSTEAD OF THE CHEQUE ITEM WHEN DOING A STOCK ADJUSTMENT.THEREFORE 40.00 CREDIT TO THE OFFICE.EVIDENCE IN THE POSTANY QUERIES PLEASE CONTACTKAREN LANGFORD [REDACTED] GRO
28/08/2014	Debit	177005 KINGS CROSS	£ 44.00	A stock adjustment for 44.00 was completed by Stock Unit GP Employee ID HHU003 on 20.08.2014The unpaid cheque icon has been selected in error, therefore this transaction correction has been issued to balance your office.Nikki Cook [REDACTED] GRO

28/08/2014	Debit	198548 WALCOT	£ 44.10	A stock adjustment for 44.10 was completed by Stock Unit AA Employee ID CBI001 ON 23.07.2014The unpaid cheque icon has been selected in error, therefore this transaction correction has been issued to balance your office.Nikki Cook GRO
22/10/2014	Credit	206418 STONEWELL	£ 0.05	A stock adjustment for 0.05 was completed by Stock Unit AA Employee ID CRO001 on 10.10.2014.The unpaid cheque icon has been selected in error, therefore this transaction correction has been issued to balance your office.Nikki Cook GRO
18/11/2014	Debit	208858 PENNYGHAEL	£ 105.00	A stock adjustment for 105.00 was completed by Stock Unit AA Employee ID JHA001 on 17.11.114.The unpaid cheque icon has been selected in error, therefore this transaction correction has been issued to balance your office.Nikki Cook GRO
28/05/2014	Debit	253508 UPTON	£ 440.60	TRANSACTION CORRECTION ISSUED FOR In Pounds440.60 DEBIT DUE TO AN INCORRECTLY STOCK ADJUSTED ITEM. YOU HAVE USED THE UNPAID CHEQUE ICONINSTEAD OF THE CHEQUE ICON WHEN DOING A STOCK ADJUSTMENT ON STOCK UNIT OOH.EVIDENCE IN THE POSTTHEREFORE 440.60 DEBIT TO THE OFFICE.EVIDENCE IN THE POSTANY QUERIES PLEASE CONTACTKAREN LANGFORD GRO
10/09/2014	Debit	282205 QUEENS ROAD	£ 122.00	A stock adjustment for 122.00 was completed by Stock Unit GA Employee HAU0001 on 23.06.2014.The unpaid cheque icon has been selected in error, therefore this transaction correction has been issued to balance your office.Nikki Cook GRO



Wendy Mahoney

Support Services Issue Resolution Advisor

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From: Wendy Mahoney

Sent: 05 April 2016 16:09

To: 'martin.smith' GRO

Cc: Rodric Williams; 'simon.clarke' GRO; 'harry.bowyer' GRO

Subject: FW: The Wimbledon Transaction Correction Issue

Martin

I'm covering for Andy Winn at the moment. Please find responses to the first six questions. Questions seven and eight will take slightly longer as I will have to obtain further information from different departments within POL. This could be further delayed due to period end reporting taking place in FSC. I hope this is ok ?

Responses to your original questions in blue text below.

Kind Regards
Wendy



Wendy Mahoney
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From: Wendy Mahoney **On Behalf Of** Andrew Winn
Sent: 05 April 2016 10:57
To: Wendy Mahoney
Subject: FW: The Wimbledon Transaction Correction Issue



Wendy Mahoney
Case Review Team Leader
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From: Martin Smith [<mailto:>]
Sent: 30 March 2016 12:15
To: Andrew Winn
Cc: Rodric Williams; Simon Clarke; Harry Bowyer
Subject: The Wimbledon Transaction Correction Issue

Dear Andy,

During the bi-weekly conference call on 23rd March 2016 you made reference to a branch at Wimbledon and explained that Transaction Corrections had been issued which should not have been so issued and that they had accordingly been "undone". You went on to explain that there was a risk that Transaction Corrections may have similarly been issued to other branches which may have caused losses, possibly going back as far as 2005.

I would be grateful if you could explain:-

1. The precise reason the transaction corrections had been issued to the Wimbledon branch;
Unpaid cheques held in the stock unit.
2. The value of the transaction corrections in this particular case;
The value of the original Transaction Correction is £2400.00
3. The effect of those transaction corrections on branch accounting;
It doubled up the discrepancy from £2400.00 to £4800.00
4. Why the transaction corrections should not have been issued;
This was a value stock item, this item should have been "adjusted" in branch.
5. How the transaction correction issue was discovered;
The branch contacted their Franchise Contracts Manager
6. Whether this issue has arisen as a result of a bug in the Horizon system;
This issue has risen due to an error in branch and then further confusion in Finance Service Centre regarding the issuing of TC's.
7. Whether this is an isolated incident or this is an issue which has or may have affected other branches.
8. If this issue has affected other branches, the period of time over which transaction corrections may have been wrongly issued and the names of the branches affected.

Many thanks,

Kind regards,

Martin.

Martin Smith

GRO

Tel: **GRO**

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